



4 FOOD PACKAGE/DRAFT ISSUANCE

Effective: 3/1/98

4.36 Mailing Drafts

Revised: 7/1/01

POLICY: WIC and FMNP drafts may be mailed to participants in cases of hardship and when difficulties with convenience, transportation, and accessibility to the local project are present.

PROCEDURE:

A. INDIVIDUAL CIRCUMSTANCES

Individual circumstances for mailing drafts

1. Participants may request to have drafts mailed when the following situations apply:
 - a) employed individuals and rural residents whose schedules conflict with clinic schedules,
 - b) rural residents having difficulty traveling to clinics,
 - c) illness, disability, imminent childbirth, and for medically fragile participants,
 - d) inability to travel to WIC Project during office hours due to inclement weather conditions,
 - e) participants who leave the service area for the summer or school semester break,
 - f) the applicant/participant did not have required documentation, (i.e. income, identity, residence) at the certification appointment, but mails the documentation to the WIC clinic at a later date,
 - g) other severe hardship circumstances at the projects' discretion.
2. Project staff should discuss individual circumstances with the participant to identify hardship.
 - a) Review with the participant the possibility of rescheduling draft issuance, the use of proxies, and for students, transferring to another project for summer months or semester break.
 - b) The need for mailing drafts (a through f above) must be reviewed at each pick up day.



3. Project staff may offer to mail the breastfeeding enhanced draft. See Policy 4.13 Breastfeeding Dyad Food Packages. The purpose of mailing the drafts is to accommodate the woman who has just given birth as well as to promote breastfeeding.
 - a) The pregnant woman who has already picked up her drafts may be mailed the breastfeeding enhanced draft, preferably during the first week postpartum upon notification of the birth, when the woman reports that she is totally breastfeeding, and the infant does not receive WIC drafts for formula.
 - b) If she reports by telephone, a telephone contact should include breastfeeding counseling and support.

B. WIC CLINIC CIRCUMSTANCES

1. Drafts may be mailed to participants in a valid certification period when:
 - a) WIC services are canceled due to inclement weather, power outage, no heat, fire, flooding, or staff unable to travel to WIC clinics due to car problems, etc.,
 - b) the project is having trouble with the computer, resulting in participants waiting an excessive (compared to usual wait times) amount of time to receive their drafts, or
 - c) the project is unable to access Medicaid eligibility sources, such as when the project is at an outlying site that does not have a telephone.
2. Reschedule the certification appointments, infant update appointments and secondary nutrition education contacts.

C. DRAFT PROCEDURES

1. Verify that the participant is in a valid certification period and eligible to receive a food package. See Policy 4.30 Draft Issuance Overview.
2. Determine the number of food packages to be mailed. This is based on the number of months remaining in the certification period, need for the infant update, need for FMNP drafts, and the participant's secondary nutrition education needs per care plan.
 - a) Multiple month issuance is allowed if secondary nutrition contact has been completed and the number of food packages issued does not exceed the certification period.



- b) Mail only a one month set of drafts if:
 - (1) Only two months remain in certification period and participant has not received a secondary nutrition education contact(s). It may be appropriate to provide a secondary nutrition education contact over the phone.
 - (2) Individual contact is scheduled for the present month
 - (3) Infant update is scheduled for the present month
- c) Mail only one or two months sets of drafts if:
 - (1) Three months remain in certification period and participant has not received a secondary nutrition education contact(s).
 - (a) It may be appropriate to provide a secondary nutrition education contact over the phone.
 - (b) Individual contact is scheduled within the next two months. Mail the remaining drafts after secondary nutrition education is received.
 - (2) The infant update is scheduled within the next two months.
 - (3) Mail the remaining drafts after the secondary nutrition education contact is received.
- 3. Verify the participant's request by requesting the participant's name, mailing address and identification number over the telephone. Projects should determine procedures necessary to prevent unauthorized persons from requesting that the drafts be mailed and intercepting the mail.
- 4. Certification appointments must be rescheduled. Drafts may not be mailed if the participant is due for certification.
- 5. Drafts must not be mailed if one set of drafts had been issued the month before and proof of income, residency or identity are needed before additional drafts may be issued.
- 6. The mailing of drafts must be discontinued as soon as the hardship is resolved.

D. MAILING PROCEDURES

- 1. Required documentation on the signature log:



Food Package/Draft Issuance

- a) Print the participant's name, "mailed," and the date drafts were mailed
- b) Initials of the staff responsible for the mailing
2. Drafts must be returned to local project if the participant no longer resides or receives mail at the address to which drafts were mailed. Send drafts with the phrase "Do Not Forward, Return to Sender" or "Do Not Forward, Address Correction Requested" on the envelope.
3. Attempt to follow up with participant if drafts are returned.
4. See Policy 4.41 Lost and Stolen Drafts for procedures for managing returned and lost/stolen drafts.
5. Update the ID Folder when the participant returns to the project to indicate the months drafts were issued.